GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

STARRED QUESTION NO:175
ANSWERED ON:09.03.2016
Services Delivery System
Raghavan Shri M. K.

Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether customer friendly public service delivery system is in place and if so, the details thereof; and

(b) the measures being contemplated to establish good governance practices in different areas of public administration?

Answer

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office. (DR. JITENDRA SINGH)
(a) & (b): A Statement is laid on the Table of the House.

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STATEMENT REFERED TO IN REPLY TO THE LOK SABHA STARRED QUESION NO. 175 REGARDING SERVICES DELIVERY SYSTEM

(a) & (b): The Government is committed to ensuring efficient and timely delivery of public services, including timely redressal of Grievances. A number of steps have been taken in this regard. Some major steps include:

(i) Citizens Charter − It is a tool for empowering citizens with information about the Government organization and the services delivered by it, including the timelines for public service delivery. All the Ministries/Departments have been requested to ensure that the Citizens Charter of the Ministries/Departments and their subordinate organizations are duly updated and uploaded on the respective websites .

(ii) Sevottam − For improving public service delivery on a continuous basis, the Government has developed a Quality Management System(QMS) framework called "Sevottam". The framework has three modules which are Citizens' Charter, Service Delivery Capability and Grievance Redressal Mechanism. Sevottam compliant Public Service Delivery Organizations qualify for certification under IS 15700:2005.The Government has disseminated the framework in the Ministries/Departments of Government of India. Capacity Building in Sevottam is also being imparted through focused training by the State Training Institutions and this effort is being funded by Department of Administrative Reforms and Public Grievances.

As a result of these initiatives Ministries / Departments and their subordinate organizations have created Citizens' Charter and have uploaded the same on their respective websites.

(iii) Centralized Public Grievances Redress and Monitoring System (CPGRAMS)

CPGRAMS is a centralised web based portal for grievance redressal on which a grievance can be lodged from anywhere any time to the concerned organization and the petitioner can track the status online. The CPGRAMS interlinks 94 Central Ministries/Departments/Organizations. CPGRAMS has also been extended to all the States and codes for using it has been provided to all the State Governments.

CPGRAMS with local language interface has so far been launched in 8 States/UT namely: Haryana, Odisha, Rajasthan, Mizoram, Meghalaya, Pudducherry, Jharkhand and Punjab.

Measures to establish Good Governance

(i) Self Attestation of documents − In order to encourage simplified processes in the government functioning, an important initiative has been taken with the abolition of affidavits for executive level jobs and adoption of self attestation of certificates for provision of various government related services. State Governments have been encouraged to adopt these processes.

(ii) PM Awards for excellence in public administration - PM Awards for excellence in public administration has been instituted for recognizing and rewarding exemplary efforts in the field of public administration. Further a Scheme under State Collaboration initiative has been implemented for promoting good governance practices in Public Administration in States.

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